(d) As an ongoing mechanism, the following steps have been taken for the prompt settlement of complaints;

(i) Constant monitoring over the disposal of pending complaints at the Headquarters by an officer of Joint Secretary level;

(ii) Critically analysing the performance of the field units through the Quarterly statements;

(iii) Launching of periodic drives in the fields of money orders, Savings Bank/Cash certificates and Registered articles to ensure prompt settlement of complaints and to plug loopholes, if any;

(iv) The duty of an officer has been assigned in the field units to ensure prompt delivery/payment of Registered articles/money orders;

(v) Time norms have been revised and reduced for prompt settlement of complaints;

(vi) Use of modernised technology, fax and telephones is made for the prompt settlement of complaints;

(vii) Setting up of Computerised Customer Care Centres for prompt handling and disposal of complaints 230 computerised Customer Care Centres have been set up by the end of 31-3-2002.

Departmental Examination for Postmen

5262. SHRIMATI GURCHARAN KAUR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a representation regarding irregularities in conducting the Departmental Examination for the post of Postmen held at Muzaffarnagar Division in 1998 has been received in his Ministry;

(b) if so, whether any enquiry has been conducted so far; and

(c) if not, by when the matter would be enquired into and the guilty officers punished?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) Yes, a representation was received.

(b) Yes, on receipt of the said representation, the matter was got enquired by Postmaster General, Dehradun. Some irregularities on the part of Superintendent of Post Offices, Bijnaur division (one of the examiners of the examination) were noticed. The case has been referred to the Central Vigilance Commission for advice.

(c) Does not arise in view of (b) above.

Earnings through speed post

5263. SHRI K. RAMA MOHANA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the earnings through post during the last five years, year-wise;

(b) the earnings of private courier operators during the above period year-wise;

(c) whether it is a fact that courier industry is not properly regulated in the country i.e., there are many unauthorised courier companies in the country; and

(d) if so, the steps Government are taking to curb the unauthorised private courier companies in the country?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFROMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) The revenue generated through speed post during the last 5 years is as under:

Year	Revenue (in crores of Rs.)
1997-98	77.95
1998-99	91.36
1999-2000	126.17
2000-2001	151.44
2001-2002	196.26

(b) The information relating to earnings of private couriers is not available with the Department.

(c) and (d) The Post Office Act, 1898 confers exclusive privilege on